## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA DECEMBER 31, 2012 AND 2011

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Erickson & Brooks

CERTIFIED PUBLIC ACCOUNTANTS

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INDEPENDENT AUDITORS' REPORT

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Board of Directors Hershey Cooperative Telephone Company Hershey, Nebraska

We have audited the accompanying consolidated financial statements of Hershey Cooperative Telephone Company (a Nebraska corporation) and subsidiary, which comprise the consolidated balance sheets as of December 31, 2012 and 2011, and the related consolidated statements of income, changes in stockholders' equity, and cash flows for the years then ended and the related notes to the consolidated financial statements.

#### Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

#### **Auditor's Responsibility**

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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#### Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of Hershey Cooperative Telephone Company and subsidiary as of December 31, 2012 and 2011, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

**ERICKSON & BROOKS** 

Ericheon & Brooks

Fremont, Nebraska February 1, 2013

# HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA CONSOLIDATED BALANCE SHEETS DECEMBER 31, 2012 AND 2011

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#### **ASSETS**

	<u> </u>		
		2012	<u>2011</u>
Current assets: Cash Temporary investments (Note 2) Accounts receivable, net Other accounts receivable Interest and dividends receivable Materials and supplies Prepaid expenses (Note 5) Prepaid income taxes		\$	\$
Noncurrent assets: Investments: Long-term cash investments Nonregulated equipment - net (Note 4) Other noncurrent assets Intangible assets			
Property, plant and equipment: (Note 3) Telecommunications plant in service Accumulated provision for depreciation		<b>\$</b>	\$
	LANDUSTIFO AND FOLISTIFO		
	LIABILITIES AND EQUITIES	<u>2012</u>	<u>2011</u>
Current liabilities: Accounts payable Customer deposits Advance billings and payments Accrued expenses Patronage dividends payable Other current liabilities		\$	\$
Other liabilities and deferred credits:  Deferred income taxes (Note 6)			
Stockholders' equity:  Mermbership certificates, \$ per certificates, per certificate	ficate		_
		\$	\$

The accompanying notes are an integral part of these financial statements.

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY Received & Inspected

## HERSHEY, NEBRASKA CONSOLIDATED STATEMENTS OF INCOME FOR THE YEARS ENDED DECEMBER 31, 2012 AND 2011

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	<u>2012</u>	<u>2011</u>
Operating revenues: Basic local network services	\$	\$
Network access services		
Billing and collection services Miscellaneous		
, mossilario puo		
Less: uncollectible revenues		
Total operating revenues		
Operating expenses:		
Plant specific operations		
Plant nonspecific operations  Depreciation and amortization		
Customer operations		
Corporate operations		
Other taxes		
Operating income		
Other income (expense):		
Interest and dividend income		
Miscellaneous expense		
Nonregulated income (loss) (Note 4)		
		earrowing .
Income before income taxes		
Income taxes (Note 6)	M.	
Net income	\$	\$

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA

## CONSOLIDATED STATEMENTS OF CHANGES IN STOCKHOLDERS' EQUITY FOR THE YEARS ENDED DECEMBER 31, 2012 AND 2011

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	Membership Certificates	Patronage Capital <u>Assigned</u>	Retained Earnings	<u>Total</u>
Balance December 31, 2010	\$	\$	\$	\$
Net income Decrease in memberships Dividends				
Balance December 31, 2011				
Net income Decrease in memberships Dividends				
Balance December 31, 2012	\$	\$	\$	\$

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA

#### CONSOLIDATED STATEMENTS OF CASH FLOWS FOR THE YEARS ENDED DECEMBER 31, 2012 AND 2011

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	2012	<u>2011</u>
Cash flows from operating activities:  Cash received from consumers  Cash paid to suppliers and employees	\$	\$
Interest and dividends received Income taxes paid		
Net cash provided by operating activities		
Not bush provided by operating detailed	***************************************	······································
Cash flows from investing activities:		
Construction and acquisition of plant		
Purchases of cash investments		
Proceeds from cash investments		
Net cash provided (used) by investing activities		
Çash flows from financing activities:		
Dividends paid		
Increase (decrease) in:		
Patronage membership		
Customer deposits and advanced payments		
Net cash used by financing activities		
Net increase (decrease) in cash		
Cash – beginning of year		
Cash – end of year	\$	\$

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA CONSOLIDATED STATEMENTS OF CASH FLOWS

FOR THE YEARS ENDED DECEMBER 31, 2012 AND 2011 (continued)

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		2012		2011
Reconciliation of net income to				
net cash provided by operating activities:				
Net income	\$		\$	
Adjustus et la conneila not incomo				
Adjustments to reconcile net income				
to net cash provided by operating activities:			ł	
Depreciation Loss on sale of equipment				
Reinvested investment income				
Patronage dividends		-		
Deferred income taxes				
Deletieu income taxes				
(Increase) decrease in:				
Accounts receivable				
Interest and dividends receivable				
Prepaid expenses				
Prepaid income taxes				
Increase (decrease) in:				
Accounts payable				
Accrued expenses				
. 100. 000 0 1. p 0. 100 0				<u></u>
	œ		•	
Net cash provided by operating activities	Þ		<u> </u>	

# HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA NOTES TO CONSOLIDATED FINANCIAL STATEMENTS DECEMBER 31, 2012 AND 2011

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Note 1 - Summary of Significant Accounting Policies

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#### Nature of Operations

Hershey Cooperative Telephone Company and subsidiary provide telephone, cable television, internet and satellite internet services to subscribers in Hershey, Nebraska, and surrounding areas. Approximate operating revenues by activity are as follows: telephone service internet services; cable television services; cable television services.

#### Principles of Consolidation

The consolidated financial statements include the accounts of Hershey Cooperative Telephone Company and its wholly-owned subsidiary, Access Direct Communications LLC. All material intercompany accounts and transactions have been eliminated.

#### System of Accounts

The accounting policies of the Company conform to generally accepted accounting principles and reflect practices appropriate to the telephone industry. The accounting records of the Company are maintained in accordance with the Uniform System of Accounts for Class A and B Telephone Utilities as prescribed by the Federal Communications Commission (FCC).

#### **Use of Estimates**

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

#### Cash and Temporary Cash Investments

Cash consists primarily of checking and money market accounts, which may be liquidated in a period of less than 90 days. Certificates of deposits and other securities with original maturities over 90 days are classified as temporary cash investments. Certificates of deposits with maturities exceeding one year are classified as long-term. Cash and temporary cash investments are stated at cost, which approximates market value.

#### Telecommunications Accounts Receivable

Doubtful accounts are written off as deemed uncollectible. It is management's opinion that all accounts represented on the balance sheet at December 31, 2012 and 2011 are collectible. The Company grants credit to residents, substantially all of whom are local residents.

The Company's policy is to charge a service fee in lieu of finance charges on accounts not paid in 15 days. The Company terminates service on accounts over days past due and considers accounts over days past due as delinquent, which are then turned over for collection. There were no accounts over days past due at December 31, 2012 and 2011.

#### Materials and Supplies

Inventories are stated at the lower of cost or market. Cost is determined principally by the average cost method.

# HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA NOTES TO CONSOLIDATED FINANCIAL STATEMENTS DECEMBER 31, 2012 AND 2011 (continued)

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#### **Property and Equipment**

Telephone plant is capitalized at original cost, including the capitalized cost of salaries and wages, materials, certain payroll taxes and employee benefits.

Renewals and betterments of units of property are charged to telephone plant in service. When telephone plant is retired, its cost is removed from the asset account and charged against accumulated depreciation, together with removal costs less any salvage realized. No gains or losses are recognized in connection with routine retirements of depreciable telephone property. Substantial early retirements of assets are charged to deferred charges and amortized in accordance with the rules and regulations of 47 CFR part 32. Repairs and renewals of minor items are expensed as incurred.

#### Depreciation

The Company provides for depreciation for financial reporting purposes and income tax purposes on the straightline method by the application of rates based on the estimated service lives of the various classes of depreciable property.

#### Patronage Capital

The Company is a cooperative of which subscribers are members. Each subscriber becomes a member and receives a membership certificate which will allow the subscriber to vote at the annual meeting.

#### Revenue Recognition

Toll, access, local service and miscellaneous revenues are recognized when earned regardless of the period in which they are billed.

Network access revenue related to interlata and intralata toll service is received under a system of access charges. Access charges represent a methodology by which local telephone companies, including the Company, charge the long distance carrier for access and interconnection to local facilities. The Company follows an access tariff filed with the Nebraska Public Service Commission for intrastate charges and the Federal Communications Commission (FCC) for interstate charges.

When network access service revenues have been received pursuant to the settlement and access agreements above, they are divided into traffic sensitive, nontraffic sensitive and billing and collecting portions. The revenues are then either placed into a common pooling arrangement with other exchange carriers for redistribution or kept by the Company. The redistributions are made according to formulas established by the governing boards of the pools and are generally based upon expenses incurred and investment maintained. The Company participates in pooling arrangements with the National Exchange Carrier Association (NECA).

Interstate settlement, access, and pool distribution revenues are recorded when the amounts become determinable. Related expenses are recorded when incurred. Subsequent true-ups and retroactive adjustments, which are generally allowed for a period of months after the close of the related calendar year, are recorded in the year in which such adjustments become determinable. Retroactive interstate adjustments increased net income by \$ in 2012 and \$ in 2011.

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
DECEMBER 31, 2012 AND 2011
(continued)

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Intrastate access revenues are based on a filed tariff and are not subject to change unless a new tariff is filed.

In addition to recoveries from NECA, the Company also receives revenue from the Universal Service High Cost Loop Fund administered by the Universal Service Administrative Company (USAC). The amount of support received from USAC is based on the number of customers served and the cost of providing services in that area being in excess of the national average, as determined by the FCC. The Company received and respectively, for the years ended December 31, 2012 and 2011.

The ability of NECA and USAC to provide these revenues to organizations similar to the Company is contingent upon regulatory and legislative rules which provide for the continuance of rate of return regulation and universal service support as currently enacted. Any regulatory or legislative changes that reduce the rate of return or universal support mechanism and the amount of revenues may have a material impact on the Company.

#### Income Taxes

In accordance with the Financial Accounting Standards Board's Accounting Standard's Codification (ASC) No. 740, the Company is required to inventory, evaluate, and measure all uncertain tax positions taken or to be taken on tax returns, and to record liabilities for the amount of such positions that may not be sustained, or may only partially be sustained, upon examination by relevant taxing authorities. The Company's income tax returns are subject to examination by taxing authorities for periods after December 31, 2009. It is managements' opinion that there are no significant unsustainable tax positions taken by the Company for the periods subject to examination.

#### Intangible Assets

The Company tests its spectrum license annually for impairment. The Company considers relevant cash flow and profitability information, including estimated future operating results, trends and other available information, in assessing whether the carrying value of intangible assets can be recovered. As of December 31, 2012, the estimated fair market value of the spectrum license was considered equal to or greater than the unamortized carrying cost of

#### Sales Tax

The Company excludes from its sales all sales taxes assessed to its customers. Sales taxes assessed are recorded as accrued liabilities on the balance sheet until remitted to the state agencies.

#### Note 2 - Temporary Investments

Temporary investments consist of certificates of deposits maturing within one year and investment in a Repurchase and Sale Agreement account with a local bank, stated at cost which approximates market value, and is currently yielding. This investment is not insured by the Federal Deposit Insurance Corporation but is collateralized by a part of the provided in the

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2012 AND 2011

(continued)

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#### Note 3 - Investment in Property, Plant and Equipment

Telephone plant in service and under construction is stated at cost. Listed below are the major classes of telephone plant, composite depreciation rates and the associated depreciation reserves as of December 31, 2012 and 2011.

•		2	012	<u>2011</u>		
	Rates	Plant	Reserve	Plant	Reserve	
Land Motor vehicles and other work equipment Buildings Furniture Office support equipment Company communications equipment Central office equipment Customer premises wiring Buried plant Organization		\$	\$	\$	\$	
		<del></del>				

The Company provides for depreciation on a straight-line basis at annual rates which will amortize the depreciable property over its estimated useful life. Such provision as a percentage of the average balance of telephone plant in service was percent in 2012 and percent in 2011.

#### Note 4 - Nonregulated Equipment

Nonregulated property consists of:

Customer premise equipment
Public telephone equipment
Cable television equipment
Distance learning equipment
Internet equipment
Less accumulated depreciation
Inventory for resale
Plant under construction

\$ \$ \$ \$

Nonregulated equipment is stated at cost. The Company provides for depreciation for nonregulated equipment on a straight-line basis at annual rates which will amortize the depreciable property over its estimated useful life.

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

NOTES TO CONSOLIDATED FINANCIAL STATEMENTS
DECEMBER 31, 2012 AND 2011

(continued)

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2011

Following is a summary of net income (loss) from nonregulated activities for the years ended December 31, 2012 and 2011:

	Income	Expense	Depreciation	2012 <u>Net</u>	<u>2011</u> <u>Net</u>
Customer premise leasing Cable television service Internet service	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$

#### Note 5 - Prepaid Expenses

The following is a summary of the amounts recorded as prepaid items as of December 31, 2012 and 2011:

•	<u>2012</u>	<u>2011</u>
Prepaid insurance Other prepaid expenses	\$	\$
	\$	\$

#### Note 6 - Federal Income Taxes

The Company files under Section 501(c)12 of the Internal Revenue Code as a nonexempt cooperative, permitting the cooperative to exclude from taxable income, income generated from providing communication services to patrons. However, income from nonmember sources exceeded percentages of total income set by the Service thus requiring the Company to pay income tax on certain nonmember-sourced income.

The components of income tax expense for the years ended 2012 and 2011 are as follows:

Current income tax expense: Federal State	\$ \$ \$	\$ 5
Deferred income tax expense: Federal State		
Total provision for income taxes	\$	\$

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA

## NOTES TO CONSOLIDATED FINANCIAL STATEMENTS DECEMBER 31, 2012 AND 2011

(continued)

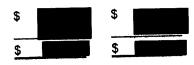
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Net deferred tax liability consists of the following:

Federal State



The deferred tax liability results from the difference between book and tax basis of depreciable property and the use of accelerated depreciation methods for tax purposes.

The expected income tax provision that would result from applying statutory tax rates to income before income taxes differs from current expense for the following reasons:

- 1. Temporary differences created by using different depreciation and accounting methods for financial reporting than used for income tax purposes.

#### Note 7 - Concentration of Credit Risk

The Company maintains its cash balances at several financial institutions located in western Nebraska. At times, these balances may exceed the limits secured by the Federal Deposit Insurance Corporation. There were no deposits in excess of insured limits as of December 31, 2012.

#### Note 8 - Defined Benefit Plan

The Company participates in the Retirement & Security Program for Employees of the National Telecommunications Cooperative Association and its Member Systems (NTCA Fund). The Program is a defined benefit pension plan covering many of the full-time employees of NTCA, its affiliates and its members that have adopted the Program. Pursuant to IRC sections 413(c)(4), the Plan is considered Multiple Employer (other) Master Plan. The Program is subject to the provisions of the Employee Retirement Income Security Act of 1974 (ERISA), as amended.

The Company makes contributions quarterly to the Program for all eligible employees. These contributions are calculated as a contribution of each participant's compensation. Participants make a contribution to the Program to receive the employer's contribution. The participant may voluntarily contribute an amount compensation each year under this program.

Participants who retire at age 65 (the Program's normal retirement age) or age 55 (the Program's early retirement age) or at an age between those two, are entitled to a monthly annuity or lump-sum payment. There is no minimum service requirement to qualify for this benefit; the benefit payable generally is reduced by the Program's early commencement factors if the participant retires before normal retirement age. However, the Company may pay an additional amount to provide employees an unreduced benefit as early as age 55. If a participant's age is at least 55 and age and service years added together equal at least 85 at retirement, the participant can receive an unreduced benefit when retiring before age 65. This benefit provision is called the "Rule-of-85."

The Company has fewer than participants and therefore, does not pay annual contributions that represent more than the total annual contributions to the Program.

The Program does not have a certified zone status as currently defined by the Pension Protection Act of 2006 ("PPA") because the Program is considered a multiple employer plan pursuant to the Internal Revenue Code and ERISA, as noted above.

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## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA NOTES TO CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2012 AND 2011

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(continued)

The Program meets ERISA minimum funding requirements. The Funding Target Attainment Percentage valued as of January 1, 2011 is Section 104 of PPA delays the effective date of funding rules for certain multiple employer rural cooperative plans. As such, the Program will not be subject to the PPA funding rules until after December 31, 2016.

The Company may be subject to a withdrawal liability if the Company ceases participation in the Program.

The assets and liabilities of the Plan are commingled resulting in the Program being considered a multiemployer plan under ASC No. 715. The company is required to recognize as the Net Pension Cost, the "required contributions" for the Program. "Required contributions" include annual contributions as indicated in the member's adoption agreement, plus retro costs payable, if any, for the period under audit.

		-	sion tion Act Status		Hershey Ĉ	ooperative one Co.	
<u>Pension</u> <u>Fund</u>	EIN/Pension Plan Number	2012 N/A	2011 N/A	Pending Implemented N/A	<u>2012</u> \$	\$ <b>2011</b>	Surcharge Imposed
the Prog January \$ assuming benefits i	rmation for the NTCA ram's plan assets value 1, 2011 and 2010, respectively a rate of return of the sum of the follow resent value of accrudet increase during 20	vere \$ espective for for wing: ued benef	ly. The ac r the plan he \$	and \$ ctuarial present v years beginning actua	value of accum January 1, 20 rial present va	nulated plan 11 and 2010	benefits was

#### Note 9 - Subsequent Events

The Company has evaluated all subsequent events through February 1, 2013, the date the financial statements were available to be issued. There were no events that require disclosure.

Erickson & Brooks

CERTIFIED PUBLIC ACCOUNTANTS

TEVEN E. PRIBNOW JANIEL J. WIESEN KENT P. SPEICHER 2195 NORTH BROAD STREET P.O. BOX 1270 FREMONT, NEBRASKA 68026-1270 (402) 721-3454 Fax (402) 721-2894 Received & INSPECTED

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#### INDEPENDENT AUDITORS' REPORT ON CONSOLIDATING INFORMATION

Board of Directors Hershey Cooperative Telephone Company Hershey, Nebraska

We have audited the consolidated financial statements of Hershey Cooperative Telephone Company and subsidiary as of and for the years ended December 31, 2012 and 2011, and our report thereon dated February 1, 2013, which expressed an unmodified opinion on those financial statements, appears on page one and two. Our audits were conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The consolidating information in Schedules I, II, and III is presented for purposes of additional analysis of the consolidated financial statements rather than to present the financial position, results of operations, and cash flows of the individual companies, and it is not a required part of the consolidated financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the consolidated financial statements. The consolidating information has been subjected to the auditing procedures applied in the audit of consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the consolidating information is fairly stated in all material respects in relation to the consolidated financial statements as a whole.

**ERICKSON & BROOKS** 

arishoon of Brooks

Fremont, Nebraska February 1, 2013

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#### HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA

#### SCHEDULE I - CONSOLIDATING BALANCE SHEET **DECEMBER 31, 2012**

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	Hershey Cooperative Telephone <u>Company</u> <u>ASSETS</u>	Access Direct Communications LLC	<u>Eliminations</u>	Consolidated <u>Total</u>
Current assets: Cash Temporary investments Accounts receivable, net Other accounts receivable Interest and dividends receivable Materials and supplies Prepaid expenses Prepaid income taxes	\$	\$	\$	\$
Noncurrent assets: Investments: Inter-company receivables Investment in affiliates Long-term cash investments Nonregulated equipment - net Other noncurrent assets Intangible assets				
Property, plant and equipment: Telecommunications plant in service Accumulated provision for depreciation	\$	\$ SOLUTIES	\$	\$
Current liabilities: Accounts payable Customer deposits Advance billings and payments Accrued expenses	LIABILITIES AND E	\$	\$	\$
Patronage dividends payable  Other liabilities and deferred credits: Liabilities and credits due affiliates Deferred income taxes				
Stockholders' equity:  Mermbership certificates, per certificate Patronage capital assigned Retained earnings	\$	\$	\$	97

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA

SCHEDULE II - CONSOLIDATING STATEMENT OF INCOME, PATRONAGE AND OTHER EQUIPMENT & Inspected FOR THE YEAR ENDED DECEMBER 31, 2012

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	Hershey	Access		FCC Mail Room
	Cooperative Telephone <u>Company</u>	Direct Communications <u>LLC</u>	Eliminations	Consolidated <u>Total</u>
Operating revenues: Basic local network services Network access services Billing and collection services Internet and ISP services Miscellaneous Less: uncollectible revenues	\$	\$	\$	\$
Less. uncollectible revenues			Windows (Afficial Section 1)	
Operating expenses: Plant specific operations Plant nonspecific operations Depreciation and amortization Customer operations Corporate operations Other taxes				
Operating income				
Other income (expense): Interest and dividend income Miscellaneous income/(expense) Nonregulated loss Income from affiliates				
Income before income taxes				
Income taxes				
Net income				
Beginning balance: Patronage and other equities Retained earnings Less: Patronage distribution			\$	\$
m ii balawaa	\$	<del>p</del>	<u> </u>	

Ending balance

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA

#### SCHEDULE III - CONSOLIDATING STATEMENT OF CASH FLOWS FOR THE YEAR ENDED DECEMBER 31, 2012

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	Hershey Cooperative Telephone Company	Access Direct Communications LLC	Elimination	Consolidated <u>Total</u>
Cash flows from operating activities: Cash received from consumers Cash paid to suppliers and employees Interest and dividends received Income taxes refunded/(paid)	\$	\$	\$	\$
Net cash provided by operating activities				
Cash flows from investing activities: Construction and acquisition of plant Purchases of cash investments Proceeds from cash investments				
Net cash used by investing activities				
Cash flows from financing activities: Dividends paid Increase (decrease) in: Patronage membership Transfers with affiliate				
Customer deposits and advanced payments				
Net cash provided (used) by financing activities				
Net decrease in cash				
Cash – beginning of year				<u> </u>
Cash – end of year	\$	\$	\$	\$

## HERSHEY COOPERATIVE TELEPHONE COMPANY AND SUBSIDIARY HERSHEY, NEBRASKA

## SCHEDULE III - CONSOLIDATING STATEMENT OF CASH FLOWS FOR THE YEAR ENDED DECEMBER 31, 2012 (continued)

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	Hershey Cooperative Telephone Company	Access Direct Communications LLC	Elimination	Consolidated <u>Total</u>
Reconciliation of net income to net cash provided by operating actvities:				
Net income	\$	\$	\$	\$
Adjustments to reconcile net income to net cash provided by operating actvities: Income from affiliates Depreciation Reinvested investment income Patronage dividends Deferred income taxes				
(Increase) decrease in: Accounts receivable Interest and dividends receivable Prepaid expenses Prepaid income taxes				
Increase (decrease) in: Accounts payable Accrued expenses				
Net cash provided by operating activities	\$	\$	\$	\$

		m 481 - Carrier Annual Reporting liection Form		91 pl No. 3060-996/OM8 Control No. 3060-0819
4030 Program Year  4030 Contact Name: Person USAC should contact with guestions about this data  4035 Contact Telephone Number: Number of the person identified in data line <0300 Program Year  4039 Contact Email Address: Infant of the person identified in data line <0300 Program Year  4039 Contact Email Address: Infant of the person identified in data line <0300 Program Year Outside Service Quality Improvement Reporting (complete attacked workshert)  400 Service Quality Improvement Reporting (complete attacked workshert)  400 Ustage Reporting (voice)  400 Ustage Reporting (voice)  400 Detail on Attempts (voice)  400 Detail on Attempts (voice)  401 Detail on Attempts (voice)  402 Detail on Attempts (voice)  4030 Detail on Attempts (voice)  4040 Number of Complaints per 1,000 customers (voice)  4050 Number of Complaints per 1,000 customers (voice)  4050 Fixed Only Fixed	<010>	Study Area Code	371561	
Program Year	<015>	Study Area Name	HERSHEY COOP TEL CO	
with questions about this data  4035> Contact Telephone Number: Number of the person identified in data line <030>  402-198-0062  **Number of Complaints per 1,000 customers (voice)  4100 Number of Complaints per 1,000 customers (broadband)  4200 Number of Complaints per 1,000	<020>	Program Year	2014	
Completion   Com	<030>		Judy Christiansen	
Email of the person identified in data line <030>  ANNUAL REPORTING FOR ALL CARRIERS   Completion Required  Comple	<035>			
ANNUAL REPORTING FOR ALL CARRIERS  Service Quality Improvement Reporting  Complete attached worksheet]  Complete attached descriptive document]  Complete attached descriptive document]  Complete attached worksheet]	<039>		jchristiansen@consortiaconsulting.com	
Complete attached worksheet)  Company Price Offerings (voice)  Company Price O	ANNUA	The second secon	rem — 1996 de la Pergue de la Companya de la Compan	Completion Completion Required
Unfulfilled Service Requests (voice)  310> Detail on Attempts (broadband)  310> Detail on Attempts (broadband)  3110	<100>	Service Quality Improvement Reporting	(complete attached worksheet)	(check box when complete)
Ontained service Requests (voice)  330 Detail on Attempts (voice)  430 Detail on Attempts (broadband)  440 Number of Complaints per 1,000 customers (voice)  4410 Fixed  440 Number of Complaints per 1,000 customers (voice)  4410 Fixed  440 Fixed  450 Mobile   550 Service Quality Standards & Consumer Protection Rules Compliance  550 Service Quality Standards & Consumer Protection Rules Compliance  550 Functionality in Emergency Situations  560 Jaris Sine Sio  570 Company Price Offerings (voice)  770 Company Price Offerings (voice)  770 Company Price Offerings (broadband)  770 Company Price Offerings (broadband)  770 Company Price Offerings (voice)  770 Company Price Offe		Outage Reporting (voice) < check box if		<b>— / — /</b>
Addo Mobile 0.0  Addo Number of Complaints per 1,000 customers (broadband)  Addo Fixed Mobile  Addo Fixed Mo	<310> <320>	Detail on Attempts (voice) Unfulfilled Service Requests (broadband)	(ottach descriptive document)	
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to Indicate certification) (510> 371561ne510 (attached descriptive document) (check to Indicate certification) (complete attached worksheet) (check to Indicate certification) (attach descriptive document) (check to Indicate certification) (complete attached worksheet) (check to Indicate certification) (complete attached worksheet) (check to Indicate certification) (check t	<410> <420> <430> <440>	Fixed 0.0 Mobile 0.0 Number of Complaints per 1,000 customers (broa		
Including Rate-of-Return Carriers offiliated with Price Cap Local Exchange Carriers  <2000> (check to indicate certification) (2005>  Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet)  (check to indicate certification) (check to indicate certification)	<500> <510> <600> <610> <700> <710> <800> <1000 <10100 <11100 <11100	Service Quality Standards & Consumer Protection 371561ne510 Functionality in Emergency Situations 371561ne610 Company Price Offerings (voice) Company Price Offerings (broadband) Operating Companies and Affiliates Tribal Land Offerings (Y/N)? Voice Services Rate Comparability  Terrestrial Backhaul (Y/N)?	(attached descriptive document) (check to indicate certification) (attached descriptive document) (complete attached worksheet) (complete attached worksheet) (complete attached worksheet) (if yes, complete attached worksheet) (check to indicate certification) (attach descriptive document) (if not, check to indicate certification) (complete attached worksheet)	<i>y y y</i>
COMDITTE DITOCHED WORKSHEEL II V ENGLISHING	<2005:	Including Rate-of-Return Carriers affiliated with P  Rate of Return Carriers, Proceed to ROR Addition	rice Cap Local Exchange Carriers  (check to indicate certification) (complete attached worksheet)  nal Documentation Worksheet (check to indicate certification)	

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100) Se Data Co	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0986/OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	371561 Study Area Code
¢0155	Study Area Name
<020>	Program Year
<030>	Contact Name - Person USAC should contact regarding this data
<035>	in data line <030> 4
<039>	Contact Email Address - Email Address of person identified in data line <030> jchristiansen@consortiaconsulting.com
<110>	Has your company received its ETC certification from the FCC? (yes / no )
<111>	If your answer to Line <110> is yes, do you have an existing $\$54.202(a)$ "5 (yes / no ) O (year plan" filed with the FCC?
<112>	report, on line <111> is yes, then you are required to file a progress report, on line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "S year plan" on file with the FCC, as it relates to your provision of voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.
	Name of Attached Document (.pdf) Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement
	plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.
<113><114><115><115><115><115><115><116><117><117><118><	
	2 4 2013 Mail Room

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0986/OMB Control I							ŝ		Service Outage Resolution																		
FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013							+	Did This Outage Affect Multiple	Study Areas (Yes / No)																		
FCC OME July:						1	ŝ	Service Outage	Description (Check all that apply)																		
						g.com	ŧ	S	Affected (Yes / No)					3													
		0				onsortiaconsultin	ŝ		Total Number of Customers				See attached	workshapt	NSI ICCI												
	371561	HERSHEY COOP TEL CO	2014	Judy Christiansen	line <030> 402-398-0062	Contact Email Address - Email Address of person identified in data line <030> 1christiansen@consortiaconsulting.com	· <del>(</del>	L	Customers Affected				1	) [	) )												
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eporting (Voic	)de	ame		Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data	Address - Emai	4	Outage Start	Date																		
(200) Service Outage Reporting (Voice) Data Collection Form	Study Area Code	Study Area Name	Program Year	Contact Name	Contact Telep	Contact Emai	;	NORS Reference	Number																		
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060-0986/9/NB CONTO NO 3060-0819									Oy S	Total per line Rates and Fees									F	C	 D Ма	ail	Room	rage 4
FCC Form 481 . OMB Control No. 3060-0986/0 July 2013									<92>	Mandatory Extended Area Service Charge														
0. 10.									<b>504</b>	State Universal Service Fee														
		TEL CO		ınsen		jchristlansen@consortlaconsulting.com			        <td>State Subscriber Line Charge</td> <td></td> <td></td> <td></td> <td>See attached worksheet</td> <td></td> <td></td> <td></td> <td></td> <td>-</td> <td></td> <td></td> <td></td> <td></td> <td>09/30/2013</td>	State Subscriber Line Charge				See attached worksheet					-					09/30/2013
	371561	HERSHEY COOP TEL	2014	Judy Christiansen			1/1/2013			Residential Local Service Rate				See affa										0
				ling this data	entified in data line <	entified in data line <030>			40	Rate Type														
3				contact regard	r of person id	s of person id	tive Date	rvice Charge		SAC (CETC)														
(700) Price Offerings including Voice Rate Data Data Collection Form	<u>u</u>	ıme		Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Contact Email Address - Email Address of person identified in data	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge	ውን "ማን	Exchange (ILEC)														
e.Offerings in sction Form	Study Area Code	Study Area Name	Program Year	Contact Name	Contact Telep	Contact Email	Residential Lo	Single State-w	Ţ <b>₽</b>	State														
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FCC Form							© *** ********************************		Broadband Service -	Upload Speed (Mbps)											,								
						шc	**************************************		Broadband Service - Download Speed	(Mbps)											·								
						jchristiansen@consortiaconsulting.com	9			Total Rate and Fees																		-	
	61	HERSHEY COOP TEL CO		y Christiansen	402-398-0062	christiansen@cons			lated	Fees						podoctio	טבב מוומרוופת	sheet											
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(710) Broadband Price Offerings Data Collection Form				Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Contact Email Address - Email Address of person identified in data line <030>	(b) (b) (b) (c) (c) (c) (c) (c) (c) (c) (c) (c) (c			Exchange (ILEC)																			
adband Price Offerings ection Form	Study Area Code	Study Area Name	Program Year	Contact Name - Person USA	Contact Telephone Number	Contact Email Address - Em				State																			
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FCC.Form 481. OMB.Control No. 3060-0985/ONB Control No. 3060-0819. July 2013.						com		<b>√</b> 5€>.	Doing Business As Company or Brand Designation			(sheet						00	1	2 dai	ı	iii	
						sortiaconsulting.			JVS			See attached worksheet											
	371561	HERSHEY COOP TEL CO	2014		fied in data line <030> 402-398-0062	ified in data line <030> jchristiansen@cons	ephone Company					See alt											
(800) Operating Companies Data Collection Form		l	- 1	<020> Program Year	- l	<035> Contact Telephone Number - Number of person identified in data line <030> jchristiansen@consortiaconsulting.com <039> Contact Email Address - Email Address of person identified in data line <030> jchristiansen@consortiaconsulting.com	<810> Reporting Carrier Hershey Cooperative Telephone Company	<812> Operating Company	<813>	Affiliates													

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. OMB Control No. 3060-0985/0MB Control No. 3060-09819	non met. O	!	Christiansen	402-398-0062					Name of Attached Document (.pdf)	Select (Yes,No, NA)			F			Mail F	oom
(900) Tribal Lands Reporting Data Collection Form	371561 Study Area Code	1	Program Year Program IsaC should contact regarding this data Judy	ied in data line <030>	Contact Email Address - Email Address of person identified in data line wood	<910> Tribal Land(s) on which ETC Serves			<920> Tribal Government Engagement Obligation	If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:	<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	<922> Feasibility and sustainability planning;	<923> Marketing services in a culturally services.	<924> Compliance with Land Use permitting requirements		<927> Compliance with Environmental Review processes <928> Compliance with Cultural Preservation review processes	<929> Compliance With Hilber Dosiness and Leave Compliance With Hilbert Dosiness and Leave Compliance With Hilbert Dosiness and Leave Compliance Complianc

OMB Control No. 3060-0986/OMB Control No. 3060-0819	371561	HERSHEY COOP TEL CO	2014	Judy Christiansen	402-398-0062	johristiansen@consortiaconsulting.com			
(1100) No Terrestrial Backhaul Reporting Data Collection Form		<010> Study Area Code	<015> Study Area Name	<020> Program Year	<030> Contact Name - Person USAC should contact regarding unit data line <030>	<035> Contact Telephone Number - Number of person identified in data line <030> johristiansensconsortiaconsulting.com	Please check this box to confirm no terrestrial backlidul please check this box to confirm ho terrestrial backlidul care please check this box to confirm the supported area pursuant to § 54.313(G)	Please check this box to confirm the reporting carrier offers	broadband service of at least 1 Mbps downsured and 250 mps (1130) upstream within the supported area pursuant to § 54.313(G)

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0819						telii.																ļ		FC	C	Mail	Ro	om
FCC FORM 49.1. OMB Control No.: 3060-20986/OMB Control No.: 3060-08 July 2013							America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II (d),(e) the information reported on this form and in the documents attached below is accurate.		]																			
					tiaconsulting.com		exemple as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge red liance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge red support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.																Name of Attached Document Listing Required Information					
change Carriers	١	HERSHEY COOP TEL CO		ġ `	1		reconstitution of the connect America Phase I support, frozer Incremental Connect America Phase I support, frozer 47 CFR § 54.313(b),(c),(d),(e) the information reports			42 CED & Ed 212(a))	(4) Crn 9 34:342(4))				; 54.313(d)}		_		4 DDE on line 2021.	54.313 (e)(3)(ii), as a recipient	r, names, and addresses of	2						
(2000) Price Cap Carrier Additional Documentation Data Collection Form Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carrier		Study Area Code	Program Year	Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Contact Email Address - Email Address or person recreased	note compl	ncremental Connect America Phase I reporting	2nd Year Certification {47 CFR § 54.313(b)(1)} 3rd Year Certification {47 CFR § 54.313(b)(2)}		Price Cap Carrier Receiving Frozen Support Certification (47 Crk 9 34.34.44)	2013 Frozen Support Certification	2014 Frozen Support Certification	2015 Frozen Support Certification 2016 and future Frozen Support Certification	Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} Certification Support Used to Build Broadband	(0)21C 47 3 470 477	Connect America Phase II Reporting (4/ Crk 9 54:545):  3rd year Broadband Service Certification	5th year Broadband Service Certification	Interim Progress Certification	Please check the box to confirm that the attached rol , on more recipient please check the box to confirm that the \$54.313 (e)(3)(ii), as a recipient	contains the required information. Proceedings of of CAF phase II support shall provide the number, names, and addresses of	community anchor institutions to which began providing access to proaubain	service in the preceding calendar year.	Interim Progress Community Anchor Institutions				
(2000) Price Cap Carrie Data Collection Form Including Rate-of-Retur		<010> Stuc	1		1 1	<039> Cor	CHECK the boxes below to	ğ	<2010>		ď	<2012>	<2013>	<2014> <2015>			0 <2100.	<2018>	<2019>	<2020>				<2021>				

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F.CC. Form 48.1 OANS Control No. 3060-0356/OARS Control No. 3060-0813 July 2013					mentations are recovered to the state of the				(Yes/No)	[			(Yes/No)	5	] [] [	]		] [			371561ne3026	
	COOP TEL CO		Judy Christiansen	102-375-000-1	its five year service quality plan (pursuant to 47 CR § 54.202(a)) and, for privately held carriers, ensuring compliance with the f Frs § 54.313(j[2), I wither certify that the information reported on this form and in the documents attached below is accurate.	Manage of Angel Parliment Listing Required Information	Name of Attached Document Commercial		Name of Attached Document Listing Required Information				Name of Attached Document Listing Required Information								Name of Attached Document Listing Required Information	Name of Street, and the street
(3000) Rate Of Return Carrier Additional Documentation	Study Area Code HRRSHEY COO	Ime 2014	Program Year Contact Name - Person USAC should contact regarding this data Judy	ta line <030>	low to note compliance on	Progress Report on 5 Year Plan	Milestone Certification (47 CFR § 54.313(f)(1)(i)) plaase check this box to confirm that the attached PDF , on line 3012,	contains the required information pursuant to § 54.313 (f)[1][ii], as a contains the required information provide the number, names, and recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	Community Anchor Institutions (47 CFR § 54.313(f(1)(ii)) is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	If yes, goes your company in a confirm that the attached PDF, on line 3017, please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance	requires; Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation If the response is no on line 3014, is your company audited?	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ppf of Balance Sheet, Income Statement and Statement of Cash Flows	Management letter issued by the independent certified public accountant that performed the company's financial audit.	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2),	contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a independent certified public accountant; or 2) a financial report in a companiable to RUS Operating Report for Telecommunications				Attach the worksheet listing required information
(3000) Rate O Data Collectio	<010> Stud	1 1	<020> Pro	1 1	1 3 7	ď	(3010) M	CC (3011) re ac		(3014) II P	(3015)	(3016)			(3019)	(3021)		(3022)	(2003)	(3024)	(3025)	(3026)

Certificati Data Colle	ion - Reporting Carri ection Form	FCC Form A81. OMB Control No. 3060-0986/OMB Control No. 3060-08194
faire flow	N. Edward	
<010>	Study Area Code	371561
<015>	Study Area Name	HERSHEY COOP TEL CO
	Program Year	2014
		USAC should contact regarding this data  Judy Christiansen  402-398-0062
<035>	Contact Telephone N	WSAC should contact to the contact t
<039>	Contact Email Addre	- Email Address of person identified in data line <030> jchristianseneconsofte

## TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Acceptify that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier; my responsibility that I am an officer of the reporting carrier is the reporting carrier of the reporting carrier is the reporting carrier of the reporting carrier is the reporting carrier of the report	curacy of the Data Reported for the Annual Reporting for CAF or LI Recipients  Ities include ensuring the accuracy of the annual reporting requirements for universal service support  rted on this form and in any attachments is accurate.
lame of Reporting Carrier:	Date
ignature of Authorized Officer:	
rinted name of Authorized Officer:	
itle or position of Authorized Officer:	
elephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:  Persons willfully making false statements on this form can be pu	Filing Due Date for this form:  nished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment der Title 18 of the United States Code, 18 U.S.C. § 1001.

Page 12 09/30/2013

Certificati Data Coll	ion - Agent / Carrier ection Form	ECC Form 481. OMB Control No. 3060-0886/OMB Control No. 3060-0819 JUY 2013
.010>	Study Area Code	371561
<010> <015>	Study Area Name	HERSHEY COOP TEL CO
<020>	Program Year	2014
<030>	Contact Name - Person US	AC should contact regarding this data Judy Christiansen 402-398-0062
<035>	Contact Telephone Number	r - Number of person identified in data line <0505
<039>	Contact Email Address - Er	nail Address of person identified in data line <030> jchristiansen@consultagement

## TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

O BE COM ELLES	
Certification of Officer to Authorize an Agent to File Acceptify that (Name of Agent) <a href="https://www.christiansen">https://www.christiansen</a> Iso certify that I am an officer of the reporting carrier; my responsibilities include gent; and, to the best of my knowledge, the reports and data provided to the authors.	Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier is authorized to submit the information reported on behalf of the reporting carrier. ensuring the accuracy of the annual data reporting requirements provided to the authorized orized agent is accurate.
Name of Authorized Agent: Judy Christiansen	
Name of Reporting Carrier: HERSHEY COOP TEL CO	Date: 09/30/2013
Signature of Authorized Officer: CERTIFIED ONLINE	
Printed name of Authorized Officer: Rex Woolley	
Title or position of Authorized Officer: CEO	
Telephone number of Authorized Officer: 308-368-5561	Due Date for this form: 10/15/2013
Study Area Code of Reporting Carrier: 371561	Due Date for this form: 107257 eiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment ited States Code, 18 U.S.C. § 1001.

Certification of Agent Authorized to File An	nual Reports for CAF or LI Recipients on Behalf of Reporting Carrier
the submit the annual	iual reports for universal service support recipients on behalf of the reporting carrier; I have provided I the best of my knowledge, the information reported herein is accurate.
as agent for the reporting carrier, certify that I am authorized to submit the annu e data reported herein based on data provided by the reporting carrier; and, to	the best of my knowledge, the information reported herein is accurate.
VIDEGUEV COOP TEL CO	
ame of Reporting Carrier: HBKSHB1 COOL  Judy Christiansen  Judy Christiansen  American ONLINE	Date: 09/30/2013
gnature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	
gnature of Authorized Agent or Employee of Agent: Judy Christianser	n .
rinted name of Authorized Agent or Employee of Agent Consultant itle or position of Authorized Agent or Employee of Agent Consultant	
itle or position of Authorized Agent of Employee	
elephone number of Authorized Agent or Employee of Agent: 402-398-0062	Tilling Due Date for this form: 10/15/2013

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Attachments

### **Hershey Cooperative Telephone Company**

FCC Mail Room

### Certification of Compliance with Applicable Service Quality Standards and Consumer **Protection Rules**

#### Service Quality Standards

#### The Company:

- Provides voice grade access to the public switched network.
- Provides flat rated local exchange service with no additional charge to end users.
- Provides access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911.
- Provides toll blocking and toll limitation services.
- Advertises the availability of its services and the charges using media of general distribution and
- Maintains a business office providing customers with access to a customer service representative either in person or via a local telephone call or toll-free telephone number during normal business
- Directs after hour calls and trouble reports to the on-call technician.
- Tracks all service orders to ensure they are completed in a timely manner.
- Measures its service connection and service interruption performance on a regular basis.
- Trains employees to:
  - o Answer all incoming calls promptly.
  - o Respond to all inquiries for information promptly and courteously.
  - o Investigate thoroughly all customer complaints and handle appropriately according to the Company's guidelines for resolution of customer complaints.
  - Be knowledgeable about products and service offerings so they can assist the customer with selecting the best service option.
- Has a process for periodic inspection, testing and preventive maintenance of its equipment to permit the rendering of safe, adequate and continuous service at all times.

#### Consumer Protection Rules

The Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules which include compliance with the Customer Proprietary Network Information (CPNI) rules. The operating procedures include:

- Appointment of a compliance officer.
- A manual detailing the specific procedures for protecting consumer information.
- Employee training on an annual basis.
- A disciplinary process for improper use of consumer information.

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## **Hershey Cooperative Telephone Company**

## Functionality in Emergency Situations

FCC Mail Room

#### Back-Up Power

The Hershey central office has battery backup sufficient to power the office for approximately 8 hours. The office is also has a fixed, natural gas powered stand by generator equipped with an automatic start and transfer switch. All electronic network transmission equipment located outside of the central office has battery backup. These battery backup systems are capable of providing power for a minimum period of 8 hours. The company also has numerous portable generators that can be deployed to the remote locations in the event of prolonged power outages.

## Rerouting of Traffic around Damaged Facilities

Hershey has full redundancy built into the electronic transmission equipment that carries interexchange carrier traffic to the tandem. Hershey connects to CenturyLink for the purpose of interexchange traffic to the tandem. CenturyLink does not provide a redundant cable route for the last mile connection to our exchange. Hershey has all needed splicing supplies and a fiber optic splicer on hand so that damage to facilities can be dealt with swiftly. Hershey does maintain redundant facilities to handle data traffic within our exchange.

#### Traffic Spikes

Hershey Telephone owns a MetaSwitch VP2510 soft switch. The switching fabric is capable of handling 250,000 BHCA (Busy Hour Call Attempts) our current BHCA is about 2800. Hershey currently supplies dial tone to less than 600 access lines. The MetaSwitch is equipped with peg counters that monitor the amount of traffic on the switch, these peg counters are monitored regularly. The company has more than adequate circuit capacity to handle incoming, outgoing, and emergency interexchange traffic.

### Hershey Cooperative Telephone Company

## Nebraska Telephone Assistance Program Terms and Conditions

### Nebraska Telephone Assistance Program

The Nebraska Telephone Assistance Program (NTAP) is available for qualifying customers of Hershey Cooperative Telephone Company. NTAP assistance reduces the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$12.75 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in NTAP. Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

NTAP is administered by the Nebraska Public Service Commission.

#### NTAP Eligibility Information

#### **Program Based Eligibility**

To qualify for NTAP, subscribers must either have an income that is at or below 135% of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Children's Health Insurance Program/Kids Connection (SAM, MAC or EMAC)
- Supplemental Nutrition Assistance Program (SNAP); (formerly the Food Stamps Program)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program Free Lunch program
- State assistance programs (if applicable)

To receive an NTAP application, contact your local Health and Human Services agency caseworker or the Nebraska Public Service Commission, 1200 N Street, Suite 300, PO Box 94927, Lincoln, NE 68508-4927, Phone: 402-471-3101, Toll Free: 1-800-526-0017 or https://ntap.gisworkshop.com/

NTAP applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

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In addition, consumers are eligible for NTAP if their household income is at or below 135% of the federal poverty guidelines.

2013 Federal Poverty Guidelines - 135%

Household Size	48 Contiguous	Alaska	Hawaii
	States and D.C.	\$19,373	\$17,861
1	\$15,512	\$26,163	\$24,098
2	\$20,939	\$32,954	\$30,335
3	\$26,366	\$39,744	\$36,572
4	\$31,793	\$46,535	\$42,809
5	\$37,220	\$53,325	\$49,046
6	\$42,647	\$60,116	\$55,283
7	\$48,074	\$66,906	\$61,520
8	\$53,501		\$6,237
For each additional person, add	\$5,427	\$6,791	40,23

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

## Numbers of Minutes-of-Use Provided as Part of NTAP Program Service

Hershey Cooperative Telephone Company's Voice NTAP service includes unlimited local minutes-of-use within the toll-free calling area. Hershey Cooperative Telephone Company's Voice NTAP Plan does not include any free minutes-of-use for toll. Toll is billed at the standard voice NTAP Plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending on which interexchange carrier the consumer subscribes to for toll service. As part of the NTAP service, Toll blocking is available to eligible consumers at no cost.

#### Rates

Subscribers may receive the NTAP credit on any type or grade of local service, including bundled services that are normally offered by Hershey Cooperative Telephone Company. Advertised rates do not include any applicable taxes or surcharges.

#### Recertification of NTAP Eligibility

NTAP recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for NTAP will result in termination of the NTAP recipient's monthly NTAP discount and de-enrollment from NTAP.

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#### **Additional NTAP Program Information**

NTAP is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined as an individual or group of individuals who live together at the same address and share income and expenses. NTAP is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.